

# Role Play Dialogue #3: Summer



## Joining Autoshare (Car Sharing/Rental)

**This activity is most useful for English learners: High Intermediate, CLB Speaking Level 7**

A: Autoshare Customer Service

B: Customer

A: Hello, Autoshare.

B: Hello, I'm calling to inquire about your service.

A: Okay. We can mail you out an information kit, or if you have access to the Internet, visit [www.autoshare.com](http://www.autoshare.com).

B: Would it be possible to ask you a few questions?

A: Yes, of course.

B: How much does it cost to join?

A: For individuals, there is a one-time Membership Fee of \$100.00 plus GST and a Deposit of \$250 with a valid Visa or Mastercard. When you apply, you pay a \$25.00 plus GST Application and Insurance Approval fee so we can check that your driving record is OK. This fee is non-refundable.

B: Is it possible to get a refund if I'm not happy with my membership?

A: Yes, you're entitled to a full refund of the membership fee and deposit within the first 30 days if you aren't satisfied with Autoshare.

B: I've been in Canada for less than a year. Is it still possible for me to join?

A: Yes, you can join. You must be at least 25 years of age, and have a full "G" license, and you must have been driving for at least 3 years.

B: Do you mean 3 years in Canada?

A: No, 3 years of driving in any country will qualify.

B: What are some of the benefits of joining instead of going to a rental car place?

A: It's less expensive than renting a car from other rental companies. You can get a vehicle whenever you want, 24 hours a day, and you can get it for just a few hours or longer. We have over 60 locations across Toronto. We offer 3 monthly plans to meet your driving needs.

B: My friend told me I could rent a car for \$6.00 an hour. Is that true?

A: Yes, you can rent by the hour, and you can actually pay as low as \$5.00 per hour, plus mileage, depending on the monthly plan you sign up for.

B: I also read that you have brand new Mini Coopers and Honda's FIT cars for rent.

A: That's right. We only have new, clean vehicles for our members. Premium car rentals such as Mini Coopers and hybrids cost a little bit more, about \$1 per hour extra. This small premium covers the extra costs of the car, operation, insurance or parking.

B: How long does it take to become a member?

A: If you want to join, I suggest you plan ahead before you need to use a car. It takes 1-2 business days to process your membership.

B: Is it possible for my wife to join too?

A: Yes, as long as she has a valid General driver's license, and has been driving for 3 years. For couples living together, we offer a discounted Joint Membership Fee of \$150 plus GST and a \$250 deposit, total.

B: Thanks for your help.

A: You're welcome. You can call us or come to our office at 24 Mercer Street if you want to join.

B: Can I sign up online?

A: Yes, you can. You can download an application form, complete it and email it back to us for processing.

B: Great. Thanks again for your help.

A: You're welcome.

B: Bye-bye.

A: Bye.